

NCCIC Is a Service of the Child Care Bureau

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COMMUNICATION STYLES TABLE¹

**How to Recognize Each Style, What They Ask, Dislike, React to,
Improve with, Must be Allowed to, For Best Results**

FACTORS	EXPRESSER	DRIVER	RELATER	ANALYTICAL
How to Recognize:	They get excited	They like their own way; decisive and strong viewpoints	They like positive attention, to be helpful, and to be regarded warmly	They seek a lot of data, ask many questions, behave methodically and systematically
Tends to Ask:	Who? (the personal dominant question)	What (the results oriented question)	Why? (the personal non-goal question)	How? (the technical analytical question)
What They Dislike:	Boring explanations/ wasting time with too many facts	Someone wasting their time trying to decide for them	Rejection, being treated impersonally, uncaring and unfeeling attitudes	Making an error, being unprepared, spontaneity
Reacts to Pressure and Tension By:	"Selling" their ideas or being argumentative	Taking charge, taking more control	Becoming silent, withdrawn, introspective	Seeking more data and information

¹ Adapted from Communication Styles Table (n.d.), (from GST Telecom, formally Call America)
www.cedanet.com/meta/communication_styles.htm

FACTORS	EXPRESSER	DRIVER	RELATER	ANALYTICAL
Best Way to Deal With:	Get excited with them. Show emotion	Let them be in charge	Be supportive, show you care	Provide lots of data and information
Likes to be Measured By:	Applause, feedback, recognition	Results, goal-oriented	Friends, close relationships	Activity and busyness that leads to results
Must Be Allowed to:	Get ahead quickly, Likes challenges	Get into a competitive situation, Likes to win	Relax, feel, care, know you care	Make decisions at own pace, not cornered or pressured
Will Improve With:	Recognition and some structure with which to reach the goal	A position that requires cooperation with others	A structure of goals and methods for achieving goals.	Interpersonal and communication skills
Likes to Save:	Effort. They rely heavily on hunches, intuition, feelings	Time. They like to be efficient, get things done now	Relationships. Friendship means a lot to them	Face. They hate to make an error, be wrong or get caught without enough info
For Best Results:	Inspire them to bigger and better accomplishments	Allow them freedom to do things their own way	Care and provide detail, specific plans and activities to be accomplished	Structure a framework or "track" to follow